

STATEWIDE MCS COMMITTEE
SPECIAL NEEDS AND CONSIDERATIONS IN MASS CARE AND SHELTER OPERATIONS
USING THIS MATRIX TO IDENTIFY, PLAN & PREPARE SHELTER MANAGEMENT GUIDELINES
September 2002

CONDITION	IMPACT	PLANNING and RESOURCES	ACTION
<p>Identify any condition, need, consideration or activity that would impede the usual operation of a mass shelter during a disaster or emergency.</p> <ul style="list-style-type: none"> ▪ Conditions may be site-specific, such as power, potable water, plumbing or septic systems. ▪ Needs may be medical, access, ability to communicate with clients, or legal care for minors. ▪ Considerations include cultural, modesty, non-medical dietary, religious, lifestyle or other related issues. ▪ Activities include inappropriate behaviors, illegal behavior or behavior that otherwise upsets the majority of those in-shelter. 	<p>What kind of impact could the identified condition, need, consideration or activities have on the shelter operation? What is the level of concern? High, moderate, or low?</p> <ul style="list-style-type: none"> ▪ Public health and/or safety. ▪ Health or safety of other shelter clients, or staff. ▪ Individual client's health or safety. ▪ Public perception of insensitivity, discrimination or intolerance. ▪ Public relations issues. ▪ Political issues. ▪ Public policy issues. 	<p>What can Planners do to prevent or mitigate the possible impacts of the identified condition, need, consideration or activity.</p> <ul style="list-style-type: none"> ▪ What kind of training would help prepare the Care and Shelter Operations function staff to respond to possible impacts? ▪ Identify local or Operational Area resources, including government and private, that can play a role in planning and preparedness. ▪ Include all stakeholders in planning activities, such as local and OA staff, EMS/Public Health Offices, ADA consultants, law enforcement, ARC, TSA, licensed facility operator/owners, private sector. ▪ Develop a resources directory for use by shelter operations and EOC personnel. 	<p>What actions can be taken to remedy the identified condition, need, consideration or activity? Directly by shelter operations staff, or through resources requested by shelter staff?</p> <ul style="list-style-type: none"> ▪ List the steps the shelter operations staff should take, in the order in which they should be taken. ▪ Start with those that can be taken within the confines of the shelter site, with assistance of the owner of the facility, other shelter operations personnel, or clients. ▪ Next list the steps that involve requesting pre-arranged resources listed in an in-shelter resource directory. This would include translators, alternative food sources, and other private sector resources. ▪ Final steps would be those that require requests to the EOC for OA resources attached to other SEMS functions (such as Logistics), and requests for mutual aid or State-level resources.

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